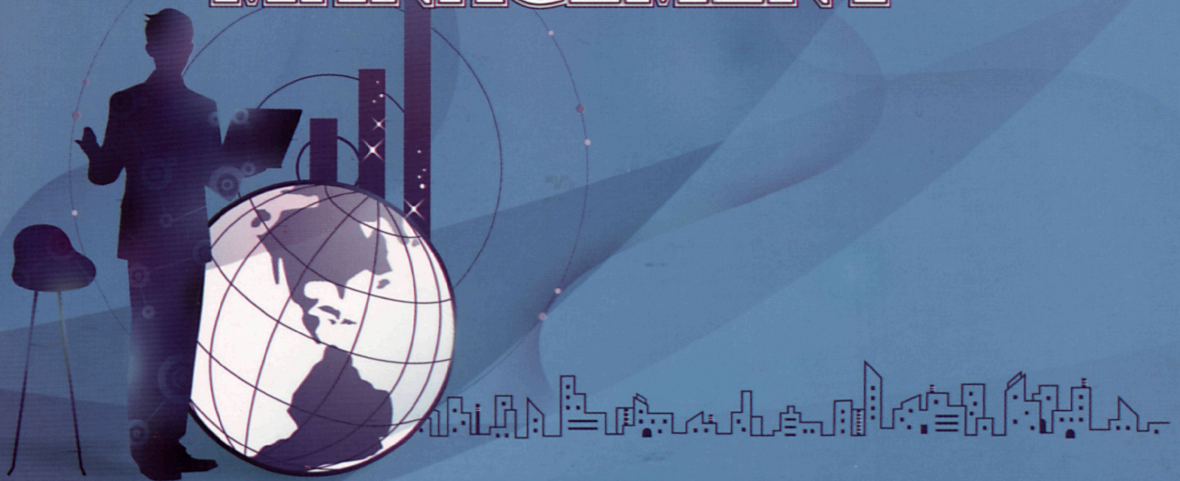


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DETERMINANT OF USERS' SATISFACTION TOWARDS PERPUSTAKAAN RAJA TUN UDA

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Abstract: *This study examined users' satisfaction towards Raja Tun Uda Library as a yardstick for determining their level of satisfaction towards library services offered by this library. When Perpustakaan Raja Tun Uda moved to a new library, the library management decided to introduce new transformation in its service to its users, including improvement towards the contemporary interior designs. The rebranding of the library services and the building itself has attracted a crowd of over 4,000 visitors in weekdays and 5,000 to 6,000 during weekends. This overwhelming response from users' triggered the management to look at users' overall satisfaction towards the library new services and also the core services provided by the library. This research is limited to the main library of Perpustakaan Raja Tun Uda but does not cover the other 95 branches of the Selangor Public Library. In this study, the instrument selected was the self-administered questionnaire. The study used Raosoft Sample size calculator to determine the appropriate number of respondents. The total number of 311 respondents who participated include library members and non-library members who visited this library. The findings of this study revealed that the users' are satisfied with the overall services of Perpustakaan Raja Tun Uda, Shah Alam .*

Keywords: *Perpustakaan Raja Tun Uda, Library Services, Overall Users' Satisfaction, Selangor Public Library*

INTRODUCTION

Library services are important in order to support the library vision, missions and goals hence every public library should consider to re-look on their services to make sure that it is align with their vision and mission. The construction of the new building the Raja Tun Uda (RATU), Shah Alam started in 22 July 2011 in a strategic location that is compatible with the concept of "Library in a garden, Garden in a Library'. To make a difference to the role of libraries other than providing library services to students, researchers, and educators, the library will also be a place of leisure for families, friends, or even a place to find inspiration for art lovers.

This library building consists of an area of 18,921.91 Mps, a height of 6-storey and it can accommodate about 2,500 visitors at a time, and nearly 350,000 copies of the book. (RATU) Library is the headquarters of which there are 96 other libraries in the state. Since opening of this (RATU) library, it manages to attract more than 850,000 visitors to this library. In normal weekdays 3,000 to 4,000 visitor visit this library, that will not include on weekend that reach nearly 6,000 visitors. Most of the visitors to this library are interested to try the new services provided by (RATU) library, the new services include, XD theatre, Gymnasium, 3D theatre and also newly edutainment zone kids area and lot of other interesting services.

This overwhelming response from (RATU) library user triggered the library management to look into the overall satisfaction among users towards the library services. Assessment of library service quality has been a questionable agenda as according to (Nitecki, 1996) traditional measures of collection size, counts of use; number of staff and size of budget was no longer applicable. Moreover, measurement of library, based solely on the collection has become obsolete. Library managers should now assess service quality with a new approach that would consider user's needs with the goal of meeting user's expectation (Calvert, 2001). As such, it is necessary to explore users' satisfaction towards services that RATU library provided to them as an important assessment that will help the library management to evaluate their services performance.

The study conducted at the PPAS (Perbadanan Perpustakaan Awam Selangor) Library. The study will only involve the users of that particular library consist of various types of users. Construction of the new building the Raja Tun Uda (RATU), Shah Alam started in September 2007 in a strategic location, peaceful and green that is compatible with the concept of "Library in a Garden '. To make a difference to the role of libraries other

than providing services to students, researchers, and educators, the library will also be a place of leisure family, friends, even a place to find inspiration for art lovers.

This library building is an area 18.992 sqm (203.600 sq. ft.), a height of 6-storey and it can accommodate about 2,500 people, visitors and 400,000 copies of the book at a time. RATU Library is the headquarters of which there are 96 other libraries in the state. Selangor Public Library Corporation (PPAS) was established through Enactment Selangor Public Library Corporation in 1968 and was gazette in the Government Gazette No. 5, dated March 27, 1969 and Government Gazette No. 7, 1975 (revised). In 1986, PPAS has moved to a building in section 14, Shah Alam and in 2009, this library move into a new building that is more sophisticated and comfortable in section 13 Shah Alam as a mark of Selangor as a developed state.

STATEMENT OF PROBLEM

One of the most important functions of a public library is to serve the public. To this effect, it is crucial for the library to ensure that the resources and services meet the users' satisfaction and needs. Measuring the users' satisfaction towards the library is an important element that needs to be considered when identifying whether that particular library had served their community well or not, especially when RATU Library moved to a new building and upgrade their services. According to (Norliya, 2009) the facilities, infrastructure, collection, activities & services of the library can be upgraded & improved to enhance user satisfaction. Although the library is housed in a new and modern building with well-developed infrastructure, it is not known whether they are satisfied with the library services. Hence this research was conducted to look at this aspect after (RATU) library did their rebranding in 2009 and moved to a new building in 2011.

Aligned with the audit report from Lloyd's Register Quality Assurance in April 2013 (renewal certification MS ISO 9001:2008), Lloyd's suggested that the library management should conduct survey on users' satisfaction after two years moved to a new building with the new services to the community. Auditors also suggested that the survey should cover the following aspect; 5.2 Customer Focus, 7.2.3 Customer Communication and 8.2.1 Customers Satisfaction. Since the opening of the new RATU library in Section 13, Shah Alam in 2011, the response from the users' is overwhelming. Through a new rebranding concept of this library, the management is interested to study users' satisfactions towards the overall services of the library.

In one of the case studies in 2010, York Central Library became York Explore Library Learning Centre (known more colloquially as just 'York Explore') after a £540,000

redesign and refurbishment. (Potter, 2013) The key features of this explore experience are a library with learning rooms, a crèche and café. Rebranding takes so much time and money, but does it really worth it? The figures for York Explore suggested that it does when it is well handled all visits are increased 15% as compared to the previous version of the library. The book issues are 16% more than the previous year. The circulations of children's books are also particularly increased. They have a new space, an extended range of related activities, and a simpler categorisation system – with fiction up 59% and non-fiction up 45%. Overall, in the first 9 months after re-opening, more than 11,000 new members joined.

According to Kirkup et al. (1989), Comedia (1993), life experience affects the satisfaction held on the public library service. There will be times in a user's life where the service is perceived differently, depending on his or her circumstances. The literature suggested that: whether people use libraries or not, it depends on the particular circumstances they face at any given time and people may drift in and out of library use during their lives (Kirkup et al., 1989). Beside the satisfaction of library service, users also concern about the facilities available in a library. This is also applicable to any type of libraries in the world since the most significant role of the library is to provide efficient information, resources and services to meet users' information needs. It is very crucial to measure the users' satisfaction towards the overall library services. According to Adeniran (2011), materials are to be provided by libraries to support the learning, teaching and research processes and to provide assistance to users in accessing a quality service rather than a mere physical place. This study is set to find out users satisfaction towards Raja Tun Uda library services especially after this library just newly rebrand their services to its users. This aim of this research is based on the requirements of MS ISO 9001:2008 that address the following clauses:

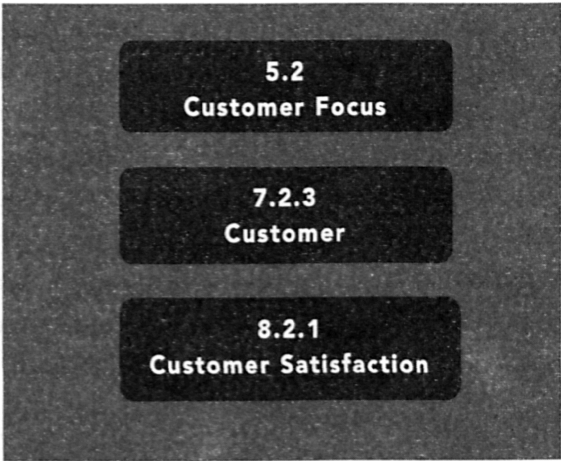


Figure 1.1 ISO 9001:2008 Clauses

OBJECTIVES OF THE STUDY

The main objective of the study is to determine users' overall satisfaction towards Raja Tun Uda Library (RATU).

This is followed by the following sub-objectives:

- i. to determine users' satisfaction towards the library services
- ii. to determine users' satisfaction towards the library facilities
- iii. to determine users' satisfaction towards the library infrastructure
- iv. to determine users' satisfaction towards the library personnel
- v. to determine users' satisfaction towards the library collection

RESEARCH QUESTIONS

For this study five research questions were developed in order to guide the study which consists:

- i. What is the level of users' satisfaction towards the library services?
- ii. What are the main library facilities that affect users' satisfaction?
- iii. Are users' satisfied with the library infrastructure?
- iv. To what extent the users' satisfied by library personnel quality services?
- v. Are users' satisfied with the library collection?

SIGNIFICANCE OF THE STUDY

From this study, the information gained and the result obtained may help RATU library in improving its services. By exploring all of this information, a proper and systematic strategy can be developed in order to prepare a better plan for the enhancement of the service in the future. This will also help the RATU Library in improving their planning where the data and information collected can be utilized to plan for the future in meeting the needs of the users'. This study will also help in exploring the users' satisfaction towards the Raja Tun Uda Library (RATU) services and offered by the library which could improve and better enhancing the library's burgeoning reputation in fulfilling the users' information needs and satisfaction. The library may improve the overall services to the customer hence increase the loyalty among the users.

LITERATURE REVIEW

Users' satisfaction is a complex concepts, it may be simply how good user feels after dealing with a library. It may include their likelihood to return to that library when they need information. It may also include their perceptions of how well their experience answered their information problem or improved their productivity or the quality or their own output. Over the years, different measures have been used to assess library performance and user satisfaction. The measures include measurement of collection size (Hernon and McClure 1990); measurement of technical services such as cataloguing and weeding (Lancaster 1993); measurement of reference service performance (Aluri 1993); and measurement of library processes using the Malcolm Baldrige National Quality Award's (MBNQA) criteria and ISO 9000 standards, There are also instruments which measure the perceived quality of service. (Oliver, 1996) noted that it is difficult to measure satisfaction using a standard or instrument. As a result, quality of service can only be reflected by the gap which exists between the services desired by the users and the perceived actual service received.

Libraries have invested a large amount of budget on resources and services to improve efficiency. There is a high demand for fundraising on the part of libraries to yield library service quality and user satisfaction services. In a society where supermarkets open 24 hours a day and numerous service industries offer no-quibble money-back guarantees, the library service is also required to meet the needs of its users and potential users to discourage its users to seek services elsewhere. The public library service faces increasing competition (Emma et al., 2000). In US, young adults are likely to suffer most in the absence of library services. For them, libraries are key to support social learning, (Carrington et al., 2009) new literacies for learning and expression supplementing the strictures of centralized, classroom curriculum (O'Brien et al., 2010) and gaining workplace preparation

When library user are faced with a variety of alternative channels of information delivery, many of which are more convenient and can compete on cost, libraries need to re-examine the range and quality of services they provide and develop systems for consultation and cooperation with their user needs and user expectations to the highest degree. (Abagai, 1993) noted that the use of library by users and indeed their satisfaction with library services depend on the availability of suitable learning materials, accommodation and competent staff in the library. On further comment, Abagai argued that the main objective of any library is to support the parent institution; such an objective is achieved through systematic acquisition and organization of all forms of recorded information in all fields pertinent to the goals of the institution and by making

such information available to the members of the institution. Simmonds and (Andaleeb,, 2001) posited that by providing quality services and satisfaction to users, academic and research libraries can distinguish their services through friendly, helpful and knowledgeable advice and the best technological resources available. Because academic library users have varying needs and expectations, it is the responsibility of the library staff to know these needs and expectations and strive to meet them. (Igben, 1993) noted that for a library to be most functional, the services it renders should correspond closely with the needs of its users.

RESEARCH FRAMEWORK

In this study, the framework that will be used is the new framework developed by the researchers according to the entire studied framework that has been referred before. In this study the method that was used was the quantitative method as it was much easier to get the data in a large scope of respondents included this study.

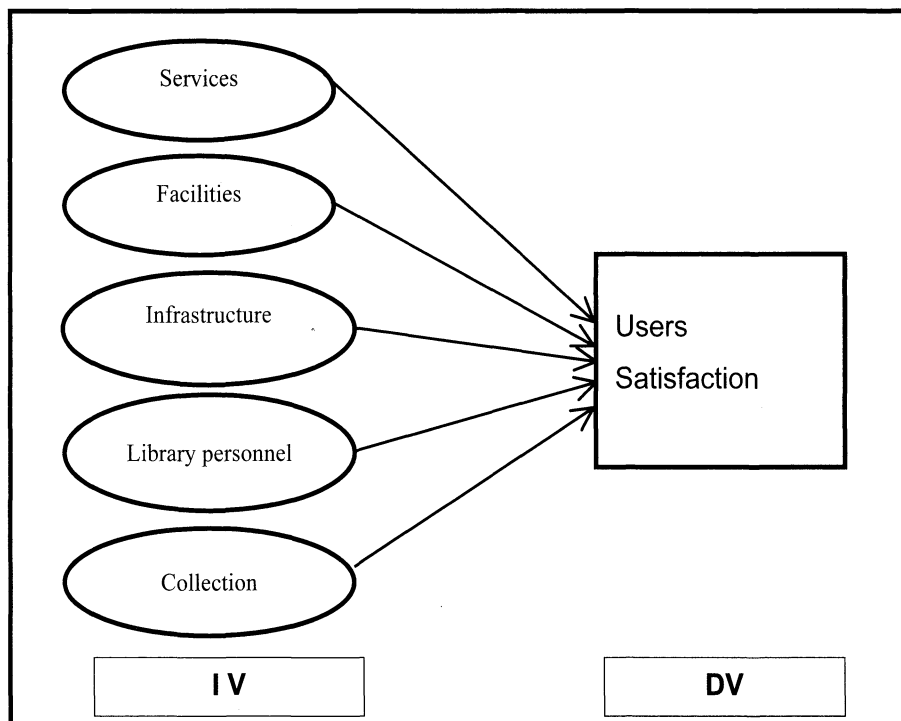


Figure 1.2: Conceptual framework

RESEARCH METHODOLOGY

In this study, the instrument that was selected was the self-administered questionnaire. Questionnaire instrument is defined as a method to gather information related to the opinion of a large group of people (Pinsonneault & Kraemer, 1993). Efforts were taken to make sure the instruments were valid and reliable. Validity deals with the truthfulness of the findings, while reliability deals with consistency. After weighing the advantages and disadvantages of the various methods of user survey and also looking at the various methodologies used in previous studies, questionnaires were chosen as the main research instrument in the gathering of data for this study. It enabled the researchers to get responses from a relatively large population within the specific time limit. After looking at the various sampling methods, it was felt that the special sampling design that was random sampling over time as the most appropriate method to be used for this kind of study where the researchers have to estimate the approximate total number of users in order to get the percentage of users, using the electronic resources for the month. Total new membership for November 2013 was approximately 2,222. These numbers were based on the statistic provided by the library's websites for the latest month which was on November 2013. For this study, due to the difficulty of the children to understand and evaluate the questionnaires, researcher decided to exclude this group. Only two groups of library users were taken to participate which were adult and teenagers. These two categories of users' making the total number users in November 2013 between 1,604. The researchers decided to use Raosoft Sample size calculator to determine the appropriate number of respondents which were 311. Pilot study was conducted in order to improve the latter's quality and efficiency. A pilot, or feasibility study, is a small experiment designed to test logistics and gather information prior to a larger study, in order that enables changes into a much easier language that could be easily understood.

QUESTIONNAIRE DESIGN

A questionnaire is designed based on several researches regarding the satisfaction of users towards the library. Some of it is designed to suit the nature of the research itself. Some of the questionnaire referred to Pustaka Negeri Sarawak Customer Satisfaction and User opinion Survey 2012. The questionnaire consists of 40 questions. 39 of them are close ended questions and one of it is open ended questions. The questionnaire is divided into four parts that consist of:

i. *Part A: Demography Profile*

In this part, there are six questions used in order to get demographic profile of each user participating in this study

ii. *Part B: Determinant of Users' Satisfaction Towards RATU Library*

Under this part of questionnaire, it is divided into five sections:

- a. Section A : Library services
- b. Section B : Library Facilities
- c. Section C : Library Infrastructure
- d. Section D : Library Personnel
- e. Section E : Library Collection

There are 40 questions asked. All of these questions are important in order to measure the users' satisfaction towards the RATU library.

iii. *Part C: Users' Satisfaction*

There are total of seven questions that will measure user's satisfaction toward library staff service quality and also the overall evaluation for this study

iv. *Part D: Suggestions / Opinion for Library's Overall Services*

The last section offered an open-ended question asking for users' perception towards the library's overall services

FINDINGS

The data that were gathered from students were analyses using the Statistical Packaged for the Social Science (SPSS). SPSS is a computer program used for survey authoring and deployment (IBM SPSS Data Collection), data mining (IBM SPSS Modeler), text analytics, statistical analysis, and collaboration and deployment batch and automated scoring services. The developers of the Statistical Package for the Social Sciences (SPSS) made every effort to make the software easy to use. This will prevents from making mistakes or even forgetting something. That's not to say it's impossible to do something wrong, but the SPSS software works hard to keeping from running into the ditch. To foul things up, almost have to work at figuring out a way of doing something wrong. The SPSS was used to create and analyze the data set.

The data that were collected from the research were coded, sing the software called "Statistical Package Social Science" (SPSS) version 16.0. Descriptive statistic, such as mean, median, and the standard deviation of each variable was run in order to get the overall satisfaction towards the library's collection. Some of the analysis methods that

were used in this research is descriptive, frequency, reliability, relationship (Pearson) and cross tabulation between gender and age.

Table 1.1 *The Population Characteristics*

Item	Frequency	Percentage (%)
Gender		
Male	130	41.8
Female	181	58.2
Age Group		
<17	45	14.5
18-20	53	17.0
21-30	152	48.9
31-40	39	12.5
41-50	15	4.8
> 50	7	2.3
Level of Education		
SPM	62	19.9
Diploma	70	22.5
Degree	102	32.8
Post Graduate	18	5.8
Others	33	10.6
STPM	24	7.7
Occupation		
Students	203	65.3
Government Servant	26	8.4
Pensioner	6	1.9
Self Employed	26	8.4
Private Sector	45	14.5

Demographic Characteristics

Based on the result, table 1.1 shows that 181 (58.2 %) out of total the respondents were female while remaining 130 (41.8%) were male. It shows that the majority of the respondents were at age between 21 to 30 years old which represent 152 (48.9%) from the total respondents. The highest education level attained by the respondents of PPAS

was Degree with 102 (32.8%). Majority of the respondent were students, representing 203 (65.3%) which was more than half of the respondents. Therefore, it shows that most respondents who were involved in this study were students who were degree and diploma holders. However, 2 respondents did not state their level of education. This study has answered the main objectives and the results were summarized, based on five sub-objectives of this study.

OB1: To determine users' satisfaction towards the library services

Based on the findings received from the questionnaire returned by the respondents, for the *library services satisfaction*, the highest mean score was efficient counter service (borrowing and returning). It shows that users were more satisfied with this services compared to other library services. The Raja Tun Uda library provides information counter for returning and borrowing, moreover at every level. This new (RATU) library also provide self - returning books machine for the convenience of users and if the library were closed during public holidays, users can use book drop facilities provided in front library entrance. This finding is consistent with the study conducted by (Stafford, 1997 and Kuochung (2009) and proves that self-service has extensive implications in the management and the delivery of library services. By applying such system, readers can issue and return their own books without having to queue at the counter. Self-issuing and returning systems have been continuously enhanced to meet the changing needs of libraries. Offering customized options and many user-friendly features that help ensure first-time success, these systems can take the library to the next level of productivity, security, and service. In addition to this, the total mean score tested in chapter 4, library services scored third highest total mean score compared to other elements.

OB2: To determine users' satisfaction towards the library facilities

It was found that the highest mean was interactive children services. It indicates that most of the respondents have highest response to the Interactive children services facilities, provided by (RATU) library. This response is aligned with PPAS transformation new rebranding concept of the library that emphasize on children services to be part important element of attraction to create edutainment and interactive children services. Special reports coverage by STAR newspaper on 26 October 2013 by Sheila Sri Priya quotes that "*The Raja Tun Uda library in Shah Alam is the first library in the country to incorporate interactive and mind-stimulating games on Nintendo Wii, I-Step and on-location reporter system for children*"

The results show that the second highest mean was 3D Theatre. This 3D theatre is also one of the new facilities provided by RATU library to its users. Beside this 3D theatre,

RATU library also provides XD theatre that enable the library to attract potential users. RATU library is the first public library to incorporate 3D theatre and XD theatre in a library as part as their new facilities under PPAS new rebranding concept. In one month, the 3D theatre attracted more than 450 users to this facility. However, this 3D room can only accommodate 25 persons at one time and the RATU management decided to screen two selected 3D movies every day to cater for the users' needs.

Based on the findings, it shows that the lowest mean score was OPAC (Online Public Access Catalogue). It may be due to the current ICT development and also with the application of mobile gadgets, available in the market. Library users are keen to google information straight away from their gadget. RATU users may use this facilities often, not through the OPAC terminals, but from the PPAS website. However, through the researchers' observation, users' preferred to go straight to the shelves to find books rather than through OPAC.

OB3: To determine users' satisfaction towards the library Infrastructure

Based on the analysis of the findings, library infrastructure contributed the highest element of users' satisfaction. Most of the respondents agreed that the interior decoration contributed to the high users' satisfaction towards RATU library. RATU library with its six storeys building, with contemporary interior decoration manage to create conducive ambience for student to study or a place for weekend hang out for public. In other study Ridhwan et al. (2012), Hasirci, (2011) agreed that interior plays an important role in users' satisfaction, especially on lighting and sitting environment in a library. Designing the study setting environment in a library is important to the mood, motivation and performance of individual because interior design of a room plays an important role on human mood and social behaviour. Lighting, as a control architectural tool, gives important influences on users' perception behaviour and visual comfort in libraries (Hasirci, 2011). Another point that will add to this analysis is that, the main atrium of RATU library that sparks the interior ambience of this library. It brings natural sunlight that creates natural ambience to library interior lighting effect. According to Wang and Boubekri (2010) who carried research at University of Illinois at Urbana Champaign. "Sunlight produces sensations of pleasantness and warmth. Even in an air-conditioned and thermally comfortable room, people are still attracted to sunlight." It shows that whether in an air-conditioned place like the library, people still want to get the sunlight. It will influence the seat preference of people which they will prefer to seats near the windows that can provide the sunlight. Wang and Boubekri (2010) found out that most of the people chose to sit close to or within the sun path, although some chose the desks back to the window which did not have a direct outdoor view.

The results show that the second highest mean was conducive reading area. This result correlates with the first highest mean above that of the interior design. The contemporary spacious interior design is regarded as conducive reading area tempting users to spend their weekends and study at RATU library. One of the main factors that affect comfort of users is good lighting and a comfortable chair (Hasirci, 2011). According to a study by Fontoynt and Escuyer (2001), the analysis of variance showed that occupant performance in the reading task, the speed and overall efficiency of analogy tasks are affected by the seating layout. Findings of the research at the main library of Dundee University showed that the amount of time spent in a single position in the library has a significant relationship with the users thought that the seat that they chose was designed for maximum use of daylight (Hasirci, 2011). In a study by Cheung and Chung (2008), the main characteristic preferred by the occupants of a residential room is the general brightness and also the desktop brightness with an outside view. Research observed that most of the students preferred to choose sitting at the glass window towards the nice view of lake, Shah Alam Mosque and also city of Shah Alam as their preference choice of sitting. They would also choose to sit near the atrium center to fully enjoy the sun under the shaded roof for reading. All of this will support all the lighting statement that will effect user satisfaction and perceptions (Hasirci, 2011)

Based on the findings, it shows that the lowest mean score was café infrastructure. It may due to the location of café that is located at the back of library. Users, who visit this library for the first time, might ask library staff the location of cafes. There is also possibility of user's might assume that most of the modern libraries the location of café's is in the library. This would justify lowest mean goes to café's compare other great library infrastructure in RATU library.

OB4: To determine users' satisfaction towards the library Personnel

For this objective the highest mean score was library staffs' professional attire. It indicated that all the library personnel who work at the front desk presented themselves with professional attire that carried the image of RATU library. The second highest mean score of library personnel was library staffs are willing to assist users in finding information or using library services in RATU library with. This would also reflect the overall library personnel that provide services to its user's. Based on the finding also the lowest mean score was library staff have friendly attitude. It may be relates to number of staff who work at certain time. One personal have to entertain several user's demand on library services at one time. It may affect the quality of services to its user as a study by R. Bhatti, (2009) found that a number of constraints prevent library staff in having helpful and friendly attitude to users. A major constraint was the large number of users as compared to the small number of library staff, library staff workload, their other

job-demotivating factors including insufficient salary, dissatisfaction with their status and their inability to help the users due to lack of any formal and informal training system and also inadequate resources in meeting their needs. Overall, users' are satisfied with library personnel in RATU.

OB5: To determine users' satisfaction towards the library collection

The highest mean on the library collection indicated that the RATU Library has adequate and quality reference collections. It showed that generally most of the respondents agreed that the collections at the RATU library is satisfactory. According to the analysis, (n=179) respondents agreed and another (n=93) strongly agreed that RATU Library has adequate and quality reference collections. After the official opening of this RATU Library in 2011, increasing number of individuals and parties donated quality books for this library. One of the frequent donations is from the H.R.H Sultan of Selangor who donated more than 5,000 copies (NST, 2013). Besides that, other book donors to the library include, Lembaga Zakat Selangor, Thomson Reuters, Kinokuniya, MPH University Pertanian Malaysia (UPM) and lots of others. It could be concluded that the users' are satisfied with the Overall collections are available at the Raja Tun Uda library.

Table 1.2 Total Mean Score for Determinant of User Satisfaction Towards Perpustakaan Raja Tun Uda (RATU)

	Mean	Std. Deviation
Mean Library Service	3.3221	.47666
Mean Library Collection	3.1040	.59831
Mean Library Facilities	3.3101	.44343
Mean Library Infrastructure	3.3683	.51133
Mean Library Personnel	3.2830	.58138

Based on the analysis of findings, the major elements that influence users' satisfaction towards RATU library was Library Infrastructure with ($M = 3.3683$, $SD = .58138$). Most of the respondents agreed that library infrastructure was the determinant of users' satisfaction towards RATU library. The result also shows that the second highest mean was library services with ($M = 3.3221$, $SD = .47666$). Based on the data, the lowest mean score was for the library collection with ($M = 3.1040$, $SD = .59831$). This is due to the financial problem faced by the public library for improvement of their collections.

Table 1.3: Overall Mean Score for Determinant of User Satisfaction Towards Perpustakaan Raja Tun Uda

	Mean	Std. Deviation
Overall Mean of determinant of user satisfaction	3.2849	.40279

Table 1.3 illustrates the overall mean of determinant of users' satisfaction which indicated (M=3.2849 and SD=0.40279). It shows that most of the respondent agrees that they are satisfied with overall RATU services. The findings show that users are satisfied with the overall services of the RATU. Infrastructure, facilities and also library services do affect users' satisfaction towards RATU library.

RECOMMENDATIONS FOR RAJA TUN UDA LIBRARY

As in the success story of Singapore library transformation, "we change the libraries' look and feel, new and renovated libraries featuring clean, open, modern and comfortable surroundings. Light wood and carpeting, glass partition, highly visible signage systems and colour coded floors and books were professionally applied. The personnel across the library consistently play the to create the impression of openness and ease of access. (Chia, 2001). Below are the recommendations suggested based on the findings for the improvement of the RATU library.

The study has shown that, most of the users' are satisfied with RATU library services, facilities, infrastructure, personnel and collection. However, there are still few of them who disagreed and looked for improvement made by library in the future. Looking on their perspectives, few of these suggestions have been developed:

1. *Collaboration with Educational Institutions around the Library for collection development*

As the Raja Tun Uda library is situated in a strategic location, surrounded by a number of educational institutions, the management can take this opportunity to collaborate with those institutions' library in gaining information on which information resources that are most referred to in their libraries and develop an Inter-Library Loan to get those resources, other than studying at their educational institutions' libraries. Some of the students may prefer to go to the Raja Tun Uda Library. It is not suggested that for the Raja Tun Uda Library to get

all of those related resources but would be adequate to conduct their study or complete their research and the coordinated Inter Library Loan services can add to the process.

2. *Conduct a survey on Users' Satisfaction Specific on Collection Development*

The outcome of this research shows that the collections of the RATU library can still be improved. The management should plan to conduct proper survey with the intention of getting specific information on the collections of the RATU library. The survey if possible should also cover the rest of 95 branch libraries throughout Selangor.

3. *Improved on the Basic facilities for students*

Some of the respondents that the library should improve the basic facilities for students, such as, charging point, discussion room, online databases and also Wi-Fi connection. This could help RATU to improve services to their target users.'

4. *Revising library rules and regulation*

Another suggestion the RATU library management should consider to look into is on the RATU library rules regulation. The management should emphasize on users' education since many of the users' commented that they are not certain with library rules and regulation. Library personnel also could help the users' to understand more about library new rules and regulation.

FUTURE RESEARCH

For future research, here are few of the suggestions proposed:-

- i. Raja Tun Uda library (RATU) is considered as one of the best library in terms of infrastructure and facilities. Hence, for further studies, researchers should look into the area of collection development since Selangor Public library main objective is to support long life learning in Selangor.
- ii. Study on comparison with other public libraries in Malaysia could also give an insight to the RATU management to consider adding several collection materials.
- iii. RATU management should also consider to focus on variation of the library members who frequently use library collections to get the feedback on the

collection development. Moreover, the number of respondents who use library collections should be equal based on categories of library users.

- iv. It is suggested that future researcher should apply other methods of data collection in order to gain complete and accurate information from the users such as interview and observation.

CONCLUSION

It was proven from the findings that there is significant correlation between users' satisfaction and element of infrastructure, facilities and library services. The majority of the users' chose infrastructure as their main attraction to come to this library. Meanwhile, the users' also suggested that improvement on the collection of RATU library could help boost users' satisfaction towards this library. The researcher recommends the management of RATU Library should look into the area of collection development for improvement in the future research. The major transformation of this library through Selangor Public Library rebranding journey has set the benchmark for other public libraries in Malaysia. This research has proven that conducive reading area, nice interior decoration, XD Theatre facilities, and fun children area have contributed immensely to the users' satisfaction. The library services also achieved high in giving quality services to users,' indicating that this variable has very strong and positive correlation with the customer satisfaction.

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